OBSERVATION REPORT #26

KPMG Consulting received an unexpected error message in response to an order to convert service from UNE-Platform LSP to a UNE-Loop LSP.

Issue

KPMG Consulting received an error message stating "Invalid Field Data – ACT" after submitting an order (PON 080021NN0X000007, Ver AA) with the Activity (ACT) field populated with "V" to request conversion of service from UNE-Platform LSP to a UNE-Loop LSP, as stated in the Order Business Rules[1]. Upon contacting the TISOC for assistance, the Verizon (VZN) representative restated that "ACT = V" is invalid for this request without providing further clarification. After contacting the TISOC again, KPMG Consulting was told that the Type of Service (TOS) was incorrect. However, after an additional inquiry, VZN confirmed that the order was queried in error and that the ACT and TOS fields of the original order were both populated correctly.

Assessment

Inaccurate querying of orders by the TISOC may delay the processing of CLEC orders and impede CLEC's ability to provide service to customers.

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[1] Per Bell Atlantic Business Rules, Version 4.3.1 (LSOG 4), the ACT field identifies the activity involved in this service request. Valid entry "V" indicates a request for a conversion of service to a new LSP as specified.

This observation/ exception report is for discussion purposes only and is subject to change without notice.